

Communications Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
February 2015

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
IEC5244	Affinity 4; Lifeline Communications	Service	Refusal to Serve	1
		Total ICs		
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	12
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	13
		Billing	Slamming	3
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	1
		Lifeline	LLB Application Request	17
		Lifeline	LLB Approved for Discount	9
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Safety	2
		Service	Call Quality	12
		Service	call quality NJ Internet Service/Equipment	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	9
		Service	Disconnected In Error	5
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	30
		Service	Refusal To Serve	2

Utility Code	Utility Name	Category	Subcategory	Count
CLC5002, CLC6346, IEC5002, IEC6346,	AT&T Corp.	Billing	Bill Adjustment	3
		Billing	Other Charges	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			Total ICs	8
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	8
		Billing	Deposits	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	6
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Disconnected In Error	1
		Service	Outage	1
			Total ICs	25
CLC7118	Birch Communications	Billing	Early Termination Fee - ETF	2
			Total ICs	2
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	5
	Total ICs	7		
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Billing	Out of Service Credit - OOS	1
		Policy and Practices	Safety	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
	Total ICs	6		
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Service	Call Quality	1
	Total ICs	2		
CLC6610	CuraTel	Billing	High Bill	1
			Total ICs	1
DVS1103	Datavo, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
CLC5429, IEC5429	Frontier Communications	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Billing	Out of Service Credit - OOS	1
		Service	Call Quality	1
	Total ICs	4		
CLC6875	Horizon Cellular	Billing	Bill Adjustment	1
			Total ICs	1
IEC5680	Global Tel*Link Corporation (GTL)	Billing	High Bill	1
			Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
IEC5786	Legacy Inmate Communications	Billing	High Bill	1
		Billing	Cramming	1
			Total ICs	2

Utility Code	Utility Name	Category	Subcategory	Count
CLC6005, CLR6005, IEC6005	Peak Communications	Policy and Practices	Abusive Marketing	1
			Total ICs	1
IEC7112	Peerless Network of California, LLC	Billing	Slamming	1
			Total ICs	1
CLC6336	Powernet Global	Service	Call Quality	1
			Total ICs	1
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	3
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Slamming	1
		Billing	Bill Adjustment	3
		Billing	High Bill	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	6
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
			Total ICs	19
CLC1015	Surewest Broadband; Consolidated Communications	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	Bill Adjustment	2
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	1
			Total ICs	5
CER4380	Telscape Communications, Inc.; Surelink Mobile	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
		Service	Outage	1
			Total ICs	5
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
			Total ICs	4
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Cramming	1
		Billing	Bill Adjustment	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	3
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
			Total ICs	11

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
		Total ICs		
CLC5253, IEC5253	Verizon Access Transmission	Billing	Cramming/3rd Party Billing	1
		Total ICs		
CER4386, LEC5378	Verizon Business Service	Policy and Practices	White Page Listings - Telephone Directory	1
		Total ICs		
CER4436, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	4
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	High Bill	6
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Safety	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	6
		Total ICs		
CEC3029	Verizon Wireless	Billing	Cramming	2
		Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	7
		Billing	High Bill	5
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	7
		Service	Call Quality	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Total ICs		
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	13
		Lifeline	LLB Federal Program/Equipment	18
Total ICs			38	
CLC5553	XO Communications Services	Billing	Cramming	1
		Total ICs		
Total ICs Sent ¹				361

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.